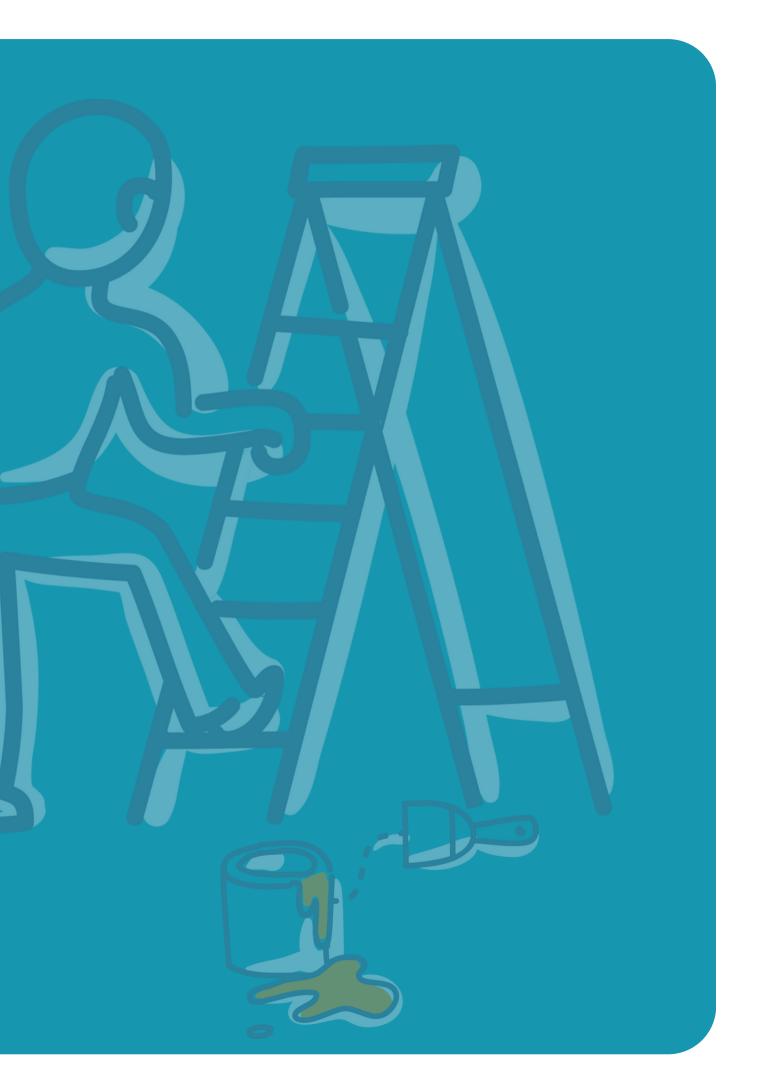
Cixfix®

**Step-by-Step User Guide** Subcontractor Portal



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- 05. Comments
- 06. Documents
- 07. Appointments
- **08.** Nomination Completion
- 09. Managing Users
- 10. Adding a shortcut on your mobile device
- 11. Benefits of your business using clixifix<sup>®</sup>

### **Step by Step User Guide**



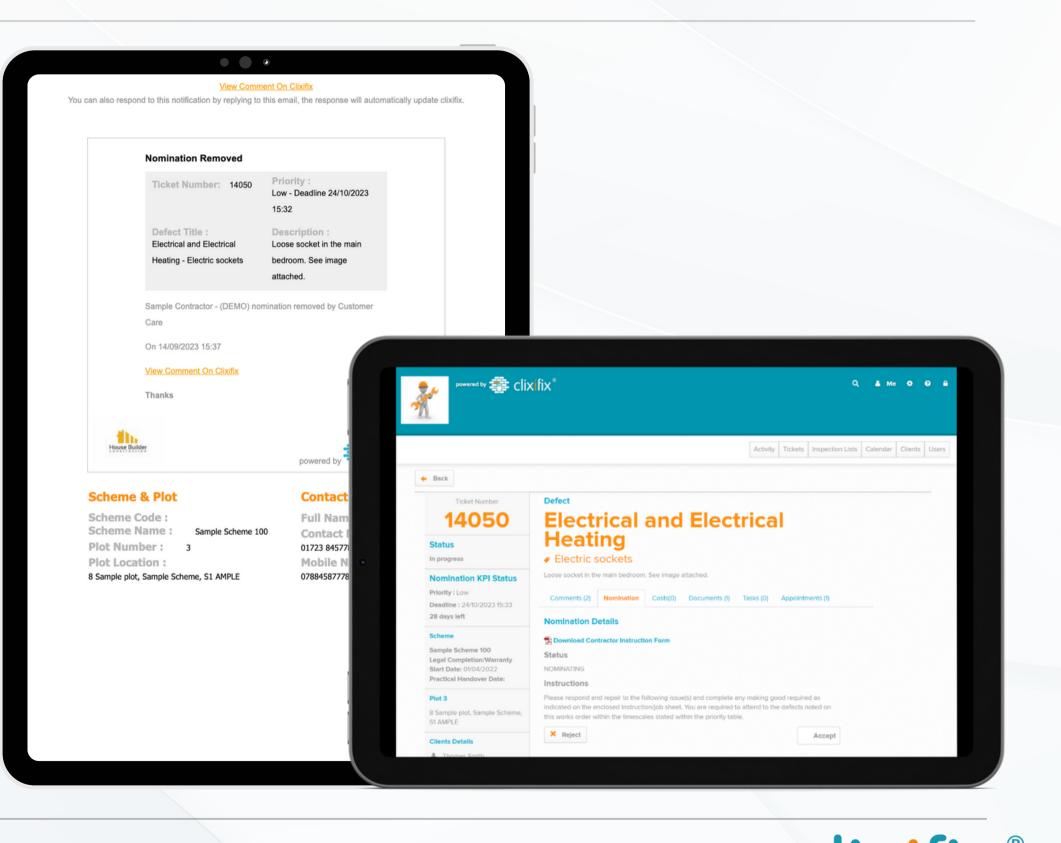


### **03 Ticket Nominations**

When nominated against a defect, clixifix<sup>®</sup> will notify you by email, including a PDF of your nomination details.

A link within the email, will direct you to the relevant open ticket. From here you can Accept this nomination.

If you Reject the defect, you will have to provide a rejection reason.

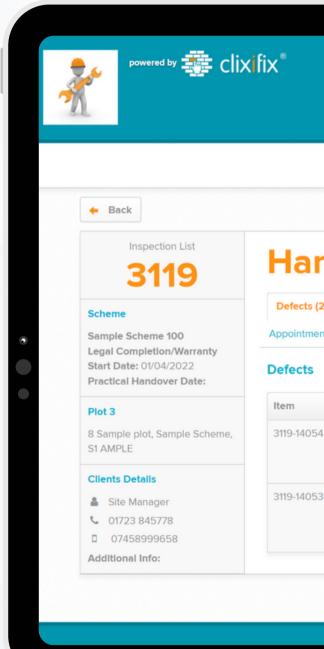


#### Step by Step User Guide

### **04 Inspection List Nominations**

Much like a ticket nomination, individual items from a nominated inspection list can be completed in the same way.

Individual defects can be selected from the list and actioned accordingly.



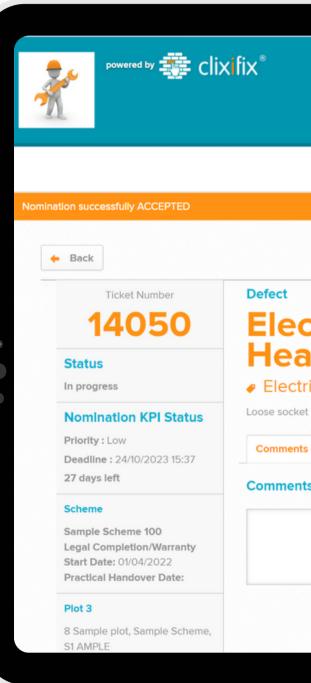
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### 05 Comments

Use Comments to communicate any updates or queries back to the Housebuilder / Principal Contractor.

Type in the box and use the +Add Comment button to send your message which is time and date stamped.



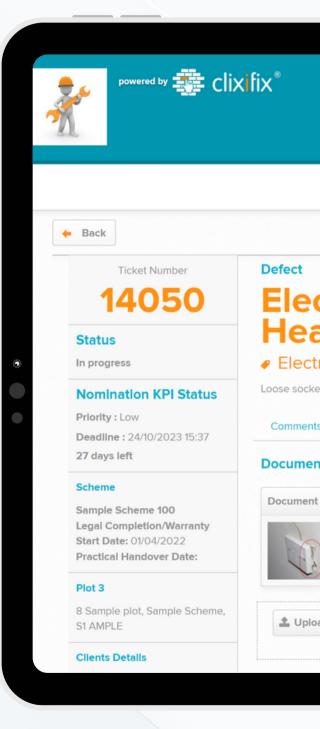
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### 06 Documents

clixifix<sup>®</sup> can hold additional information, such as **Documents** and supporting images.

The annotation tool can be used to support with highlighting defect images



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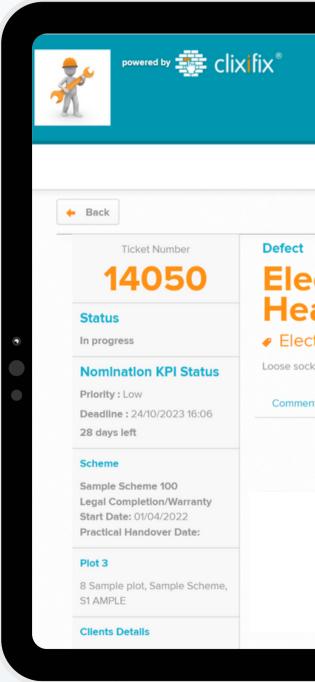


### 07 Appointments

Use the Appointments tab to create and manage Appointments for each defect (ticket)

You can view and manage these in your Calendar.

Appointments are automatically shared with the Housebuilder/Principal Contractor and their residents & clients (if invited to their portal)



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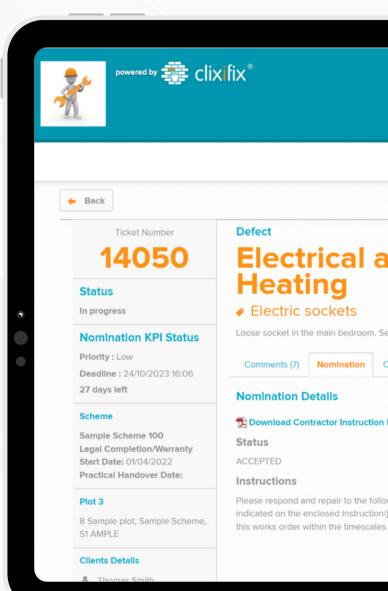


### **08 Nomination Completion**

On completion of a ticket, clixifix<sup>®</sup> provides you with the ability to capture any closing comments in relation to the work carried out, along with digital signatures from both an occupant and your operative.

Simply click Complete and follow the on-screen steps, finalising with Complete Nomination & Capture Signatures.

All signatures and closing comments will appear on the nomination instruction document.



#### Step by Step User Guide

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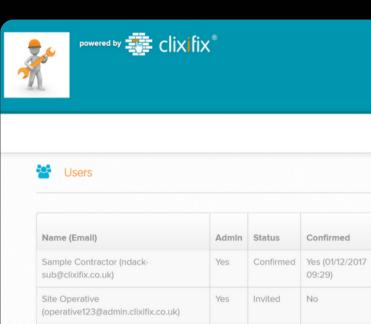


### **09 Managing Users**

Administrators are able to add additional Users by selecting the User tab from the tool bar.

Additional users are free to add, and there is no limit on how many you wish to invite.

Once a user is invited they will be notified via email with a link to set up their clixifix® password



#### Step by Step User Guide

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### 10 Adding a shortcut on your mobile device

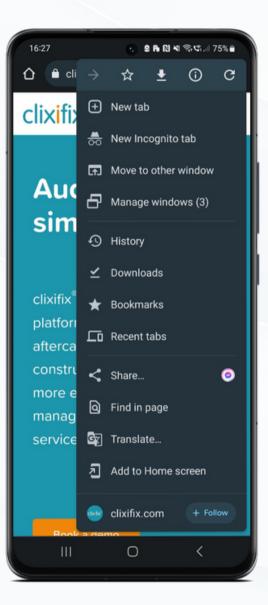
## **é** iPhone/iPad

Step 1. Open clixifix<sup>®</sup> in your Safari browser Step 2. Tap the share button at the top of the page  $\int$ Step 3. Select "Add to Home Screen from the options available"



Step 1. Open clixifix<sup>®</sup> in your Chrome browser Step 2. Tap the 3 dots menu option ••• Step 3. Select "Add to Home Screen from the options available"

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### 11 Benefits of your business using clixifix<sup>®</sup>

- Greater visibility of defects position /responsibility with the principal contractors
- Simple nomination workflows of defects to internal technicians and engineers
- Real-time collaboration with the principal contractors aftercare team
- Faster nomination and appointments functions - get defects resolved quicker
- Improve overall defect resolution performance



**Step by Step User Guide** for Subcontractors

clixifix<sup>®</sup> are here to help! Book 15 minutes with our clixifix<sup>®</sup> experts to ensure you get the most out of your account.



# CIXIIX®

For assistance with using your portal you can contact the clixifix<sup>®</sup> Success Team below <u>Support</u>

